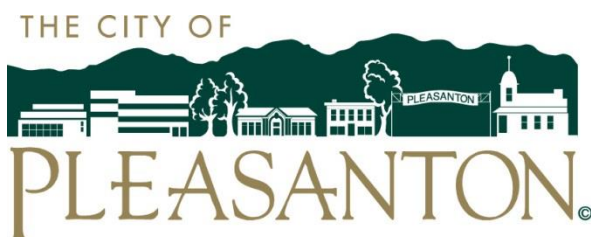


2016

Contract Instructor Manual



City of Pleasanton

Community Services Department

P.O. Box 520

Pleasanton, CA 94566

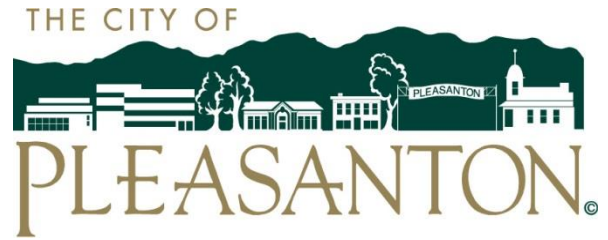
(925) 931-5340

WELCOME TO THE CITY OF PLEASANTON

Pleasanton is a community of 70,825, situated in the Tri-Valley Region of the Bay Area in Northern California.

We are a family-oriented community and pride ourselves on our numerous parks, recreation facilities and programs.

Pleasanton is also home to thriving business parks and the regional Stoneridge Mall.



The Pleasanton Unified School District has been named a National District of Character and 12 out of our 14 schools have received the California Distinguished School designation. Together, the City and School District are committed to building a Community of Character.

Our Downtown is the heart of our community -- the setting for festivals, street parties, parades, weekly summer concerts, Saturday farmer's market and other special events. Downtown also offers some of the finest dining and shopping in the Tri-Valley. Pleasanton is also home to the Alameda County Fairgrounds, which hosts statewide and regional events, as well as the annual Alameda County Fair.

WHY TEACH A COURSE WITH THE CITY OF PLEASANTON?

The Community Services Department is dedicated to building strong families through the provision of educational, creative, and recreational opportunities. Pleasanton Community Services Department utilizes independent contract instructors to provide recreational services to our community. Programs may be designed for preschoolers, school age children, teens, adults, families and mature adults.

What can the Community Services Department offer you as an Instructor? Here are just a few features that our Department can offer:

- The City has a variety of facilities. Classroom facilities, auditoriums, gymnasiums and parks are available for contract instructor courses. These facilities are maintained to ensure the comfort of instructors and participants.
- The City of Pleasanton will include your course description in our Recreation Activities Guide that is distributed to more than 26,000 households three (3) times a year, as well as on the City website for on-line registration.
- The City uses a technologically advanced computer registration system. The "CLASS" system allows us to maintain facility booking for your course and to process registrations in an efficient manner. Instructors receive attendance reports and Community Service staff provides instructors with contact information for all participants. We offer registration through three (3) easy customer friendly ways including: online registration, mail, or in person.

HOW TO GET STARTED

Contracts with instructors will be initiated on an annual basis. In order to become a Contract Instructor for the City of Pleasanton, a potential instructor must first do the following:

- Submit a Contract Instructor Proposal during the open proposal window.
 - Summer: November – December
 - Fall: March – April
 - Spring: July – August
- Submit a Contract Instructor Application
- Submit 2 reference letters pertaining to your work experience and 1 character letter with your proposal.

Once the Contract Instructor has submitted an Instructor Application, Instructor Proposal and reference letters, a representative from the City of Pleasanton will contact you and serve as your point of contact for the processing of your proposal. If the City decides to proceed with your course, the Instructor will need to provide additional information before entering into a contract (see Instructor Requirements).

INSTRUCTOR REQUIREMENTS

Before the City of Pleasanton can enter into the Contract for Instructional Services, the following documents must be obtained from a potential instructor.

City Business License

Applications are available at the Business License Department at the Pleasanton City Hall building located at 200 Old Bernal Avenue or on the City's website at <http://www.cityofpleasantonca.gov/business/license.asp> or call (925) 931-5440. Contractors must ensure business licenses are up to date and renewed in order to continue providing services through the City of Pleasanton. Once you have obtained your Business License, you will need to provide proof of the license (i.e. receipt, business license number or a copy of the business license).

Insurance

The City of Pleasanton requires that all Contract Instructors obtain general liability insurance of \$1,000,000 to protect themselves from any claims. Before teaching, Contract Instructors must provide a copy of their insurance certificate. The City of Pleasanton must be listed as the certificate holder and additionally insured with respects to General Liability.

Worker's Compensation and Employer's Liability

If you have employees, you are required to provide proof of Workers' Compensation and Employers' Liability with limits of \$1,000,000 per accident as required and set forth by the California Labor Code. If you are an instructor without employees, please complete the No Employees Declaration Form.

Reporting Income

The City of Pleasanton does not withhold state or federal income tax, but will report the Contract Instructor's income via Form 1099. Instructors will receive a W-9 form to be completed and submitted.

Tuberculosis (TB) Test Certificate

California State regulations require any person employed in connection with a park, playground or recreational center to produce a valid TB test certificate prior to employment. If you already completed the test and have a certificate from the last 4 years, please submit a copy. As a reminder, TB test will be at the contractors own expense. TB certificates must reflect an examination within the past 4 years. Contractors must complete and submit the Certificate of Tuberculosis Results for themselves and their employees.

Fingerprints

The City of Pleasanton requires that all Contract Instructors, Instructor Assistants, Subcontractors, and Volunteers complete a background screening before their first day of programming. Contract Instructors must schedule an appointment with their Community Services Representative point of contact to complete their background screening. Be prepared to bring a photo I.D. card or Driver's License to the screening and know your Social Security Number.

Contractors with employees must provide a memo stating that all individuals operating through the company have been fingerprinted, TB tested and background checked through your company, signed on behalf of your organization.

GENERAL INFORMATION

Class Registration

Participants must pre-register for all courses. Registration dates vary each season but follow the same schedule each season (Resident on-line registration, resident mail-in registration and open registration). Registrations are processed on a first come first served basis by the City of Pleasanton. No registrations may be taken at your program. Contract Instructors should never collect or accept registration (form or money). There are three (3) quick and easy ways to register for courses:

1. On-line Registration: Participants may go to www.PleasantonFun.com to register online.
2. Mail: Participants may mail completed registration forms to:

City of Pleasanton
Community Services
P.O. Box 520
Pleasanton, CA 94566
3. In Person: Participants may register in person at any of the locations listed below.

Facility	Address	Hours of Operation	Phone Number
Community Service office	200 Old Bernal Ave.	Monday-Friday 8:00am-5:00pm	(925) 931-5340
Pleasanton Senior Center	5353 Sunol Blvd.	Monday-Friday 8:30am-4:30pm	(925) 931-5365
Dolores Bengtson Aquatic Center (DBAC)	4455 Black Ave.	Monday-Sunday Hours vary	(925) 931-3420
Gingerbread Preschool	4333 Black Ave.	Monday-Friday 8:00am-3:00pm	(925) 931-3430
Alviso Adobe Park	3465 Old Foothill Rd.	Tuesday-Sunday 10:00am-4:00pm	(925) 931-3479

Class Rosters

A list of all course participants will be emailed to instructors 5-10 business days prior to the start of the class. It will be up to the instructor to request the most up-to-date participant information if needed at the start of the class. If you do not receive a roster or want to request an updated roster, please call (925) 931-5340. You will need to provide your email address and the 5-digit barcode associated with the class you are requesting a roster for.

Holidays

The City of Pleasanton observes the following holidays, therefore classes will not be offered on these days:

New Year's Day
Martin Luther King, Jr. Birthday
President's Day
Memorial Day
Independence Day

Labor Day
Veterans Day
Thanksgiving Day and day after
Christmas Eve and Christmas Day

COURSE & INSTRUCTOR POLICIES

Absences

If an instructor is ill or unable to meet with his/her class, the instructor must notify his/her Community Services representative as soon as possible. It is the Instructor's responsibility to notify students of a course cancellation of this nature.

Accident & Incident Reports

In the event that an Incident/Accident does occur during your program, an Incident/Accident Report must be completed and submitted to the Community Services Representative by noon the next business day. It is the Contract Instructor's responsibility to know where the first aid kit is located for all facilities in which they provide services. For minor first aid (band-aids, etc.) the first aid kit will suffice. For

serious accidents, **DO NOT MOVE** the injured participant, and call 9-1-1. If a child is involved, notify the parent/guardian immediately, and then contact the Community Services Administration office at (925) 931-5340. All accidents and incidents must be reported, no matter how minor they may appear.

Americans with Disabilities Act (ADA)

The ADA is federal legislation, which gives civil rights protection to individuals with disabilities similar to those rights provided to individuals based on race, sex, national origin, and religion. It guarantees equal opportunity for individuals with disabilities in employment, public accommodations, transportation, local and state government services and telecommunications.

It is the policy of the City of Pleasanton to fully comply with the provisions of the ADA and to make reasonable accommodations to individuals with vision, or hearing impairments or other disabilities so that they can have an equal opportunity to participate or benefit, unless an undue burden would result.

Contract Instructor Payment

City of Pleasanton policy provides payment after receipt of services; therefore, advance payments are not possible. A Community Services representative will process the paperwork for payment of your course the week after the class ends. Please expect to receive your course payment 10 to 15 business days after your payment has been processed. Payment will be based on the number of students enrolled at the end of the class.

The City of Pleasanton will not withhold money for social security or federal income tax. It is the contractor's responsibility to satisfy any taxes due by the contractor in an appropriate manner.

Course Cancellations

The City of Pleasanton reserves the right to cancel, combine or divide courses, change the time, date or place of courses, change the instructor and make other changes which become necessary to ensure a quality experience for the participants. If the Community Services Department cancels your course, the Department will notify students and issue any necessary refund. Contract Instructors are responsible for contacting the Community Services representative at least three (3) business days before the class starts to cancel a class. If a Contract Instructor cancels, they are responsible for informing students as well.

Discrimination and Harassment

The City of Pleasanton has a strong policy against any form or type of discrimination and harassment by, among, or to its representatives. Discrimination and harassment can be defined as any behavior that is disrespectful and causes discomfort to another person, be it physical, verbal, visual, or sexual. Contract Instructors are responsible for their own actions/conduct, and must never engage in discrimination and harassment.

Facilities

Instructors may receive facility access by being issued a City Proxy Card at the discretion of the Community Services representative. These cards cannot be loaned or issued to anyone other than the authorized instructor. Facility access is only allowed for instructing courses. Any other use of a City facility is considered unauthorized and will result in the termination of the contract. Contract Instructors

may not store any materials or equipment at City facilities. **When leaving a City activity site, the Contract Instructor must ensure that all doors are locked securely, alarms are set, and lights and A/C are turned off. Staff will be in charge of opening and locking classrooms for Contract Instructors teaching within the Middle School Gyms, Firehouse Arts Center and Pleasanton Senior Center. The Instructor will be responsible for the set up and take down for their class.**

Set up and take down may include but is not limited to:

- **Setting up and breaking down tables and chairs**
- **Maintain proper organization in storage areas**
- **Sweeping floors**
- **Checking restrooms**
- **Taking out trash**

Here's a listing of some of the facilities used for classes. Visit the City of Pleasanton's website for photos and more information about the facilities.

<http://www.cityofpleasantonca.gov/depts/cs/rentals/default.asp>

Facility	Address	Program Space	Capacity
Amador Recreation Center	4455 Black Ave.	Main Hall	50/75
Cultural Arts Center	4477 Black Ave.	Pottery Studio	25
		Dance Studio	49
Firehouse Arts Center	4444 Railroad Ave.	Classroom A	20
		Classroom B	40
Harvest Park Middle School Gym	4900 Valley Ave.	2 full courts or 4 side courts	
Nature House	519 Kottinger Dr.	Main Room	15-20
Pleasanton Middle School Gym	5001 Case Ave.	2 full courts or 4 side courts	
Pleasanton Senior Center	5353 Sunol Blvd.	Main Hall	50/100
		Classroom	25
		Art Room	10-15
Thomas Hart Middle School Gym	4433 Willow Rd.	1 full court and 3 side courts	
Veterans Memorial Building	301 Main St.	Main Hall	25/100

Personal Business

Contract Instructors are not allowed to solicit personal services or items to participants, guests, or staff. The Contract Instructor may not receive or make personal phone calls while performing services. Instructors who wish to bring their children to class for limited periods of time may do so if they can carry out their duties unimpeded and allow others to do the same.

Refund Policy/Withdrawals

A full refund will be given when notice is received by the Community Services Department at least ten (10) days prior to the start of the class or program. Refund requests received at least five (5) days prior

to the start of the class or program will be assessed a \$5.00 administrative fee, per class/program. No refunds will be issued for requests received less than five (5) days prior to the start of the class/program. Full refunds will be granted if the class or program is cancelled by the Department. No refunds given for non-attendance, one-day workshops or material/supply fees.

Students who withdraw for medical reasons from a course before it ends will be given a pro-rated refund. Refunds will be based on the day that the student notifies the City of their desire to withdraw. Instructors will be compensated based on the revenue after pro-ration. If a material fee is paid, the instructor will retain the entire material fee.

Releasing of Minors

At the end of the activity time, the Contract Instructor must not release children to anyone other than the authorized parent, guardian, or to an individual authorized by the parent. Never release a child to someone who is unknown to the child or to whom the child expresses fear or uncertainty. The Contract Instructor must stay until all participants have left the facility. The Contract Instructor should contact the parent or guardian if a child is not picked up. If you cannot reach a parent or guardian and more than 15 minutes go by, the Instructor should contact the Community Services Administration office at (925) 931-5340 during business hours and Pleasanton Police Department at 931-5100 after business hours. Instructor should stay with the child until a Community Services Staff, police officer or the parent/guardian arrives.

Representing the City through Professional Conduct

It is imperative that Contract Instructors be helpful and courteous at all times. The City of Pleasanton does not condone inappropriate or offensive behavior by or towards Contract Instructors, participants, and City Staff. If a Contract Instructor, participant, or guest engages in an inappropriate or unsafe manner, he or she will be asked to leave the premises. Possession or use of drugs or alcohol while conducting or participating in a class is strictly prohibited and may result in termination of the contract.

Safety of Participants

The Contract Instructor's primary responsibility is to ensure the safety of participants involved with the activity. If any aspect of the area appears unsafe, it is your responsibility to notify Staff and to take actions that will ensure participant safety.

Standard Revenue Split

A standard split of 60/40 will be applied to compensate Contract Instructors unless otherwise negotiated. Contract Instructors will receive 60% of the monies received from class registration. The remaining 40% is retained by the City of Pleasanton to cover general operation costs. Instructors who hold courses at non-city facilities (i.e. personal businesses) will receive a split of 70/30. Contract Instructor proposals can also include camps and workshops as part of their proposals. Registration fees and compensation for short-term programming and contracts can be negotiated.

Substitutes

If an instructor has made arrangements for a substitute, the Department must be notified. Your Community Services representative must approve all substitutes. Substitutes who are not Contract Instructors with the City of Pleasanton, must submit an Instructor Application and enter into a Contract and meet all other requirements (TB tests, fingerprinting, etc.) before instructing.

Supply/Material Fees

The Contract Instructor will determine student material fees and inform the City of the need for these fees. Material fees will be assessed as part of the registration fee. Instructors may also opt to supply classroom materials, direct students to the appropriate source, or build the cost of supplies into the class fee.

PROMOTING YOUR COURSE

Your course will be listed in the Activities Guide that is mailed to all Pleasanton households but it's important that the Contract Instructors conduct some additional outreach to ensure the success of the course (i.e. flyers, ads, etc.). All advertisement materials must include the **City of Pleasanton logo, contact number for registration (925) 931-5340, registration website www.pleasantonfun.com, the course's unique 5-digit barcode, and the contract instructor's phone number or email address.** All advertisement materials must be approved by the City of Pleasanton representative.

- **Advertisements:** There are several weekly papers that offer low cost advertising for local businesses.
- **Special Events:** The Community Services Department offers many special events. With prior approval, Instructors are welcome to participate or hand out flyers at Department events. Contact your Community Services representative to arrange your attendance at an event.
- **On the Internet:** Develop your own website.

Promotion by the Community Services Department: The City of Pleasanton will place your description in our Recreation Activities Guide and any pictures of your classes that you have provided. Additionally, your course description will also be listed on our Online Registration page, www.pleasantonfun.com, and we will promote your website in our Activities Guide. Flyers may also be created to help generate interest. Community Services may also use social media websites to help advertise classes.

Your personal contact information will be listed in the Activities Guide and on our Online Registration page. Please indicate on your class proposal forms if you would prefer potential students to contact you by phone or by email.

SUBMITTING YOUR APPLICATION & PROPOSAL

Completed proposals can be mailed to the address below or faxed to (925) 931-5477. You can find all needed forms at <http://www.cityofpleasantonca.gov/civicax/filebank/blobdload.aspx?BlobID=24251>. Please include additional proposal forms if you are proposing to teach more than one type of class or to more than one age group.

For more information, please contact:
City of Pleasanton
Community Services Department
P.O. Box 520
Pleasanton, CA 94566
(925) 931-5340

Thank you and we look forward to working with you!

